Thanks for shopping at Hoptown Trophy House. If you are not entirely satisfied with your purchase, we are here to help.

**Returns**

Due to Covid 19, The Trophy House will not be excepting returns until further notice.

**Refunds**

To receive refund, customer must send a picture of your damaged product and packaging. Once we receive pictures of your item, we will inspect and notify you of the status of the refund. If picture is approved, we will initiate a refund to credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies. Refunds will NOT be issued for any miss-spelling. This is our policy because The Trophy House goes above and beyond product design approval before shipping. A proof will be issued before The Trophy House personalizes and ships your item. We cannot emphasize enough by approving your design, you are giving permission to process the order.

**Shipping**

Shipping costs are nonrefundable.

**Contact Us**

If you have any questions, please feel free to contact us.

hoptownth@gmail.com

270-632-0898

Return & Refund Policy

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Returns

Due to Covid 19 The Trophy House will not be excepting returns until further notice.

Customers have 30 calendar days to return an item from purchase date. To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging. Your item needs to have the receipt or proof of purchase.

Refunds

To receive refund, customer must send a picture of your damaged product and packaging. Once we receive pictures of your item, we will inspect and notify you on the status of the refund. If picture is approved, we will initiate a refund to credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies. Refunds will NOT be issued for any miss spelling. This is our policy because The Trophy House goes above and beyond product design approval before shipping. A proof will be issued before The Trophy House personalizes and ships your item. We cannot emphasize enough by approving your design, you are giving permission to process the order.

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